

APPENDIX 1

UNDESIGNATED DONATED GOODS AND SERVICES MANAGEMENT PLAN

PRIMARY AGENCY: Washington State Military Department
Emergency Management Division

SUPPORT AGENCIES: Washington State Department of Agriculture
Washington State Department of Corrections
Washington State Department of General Administration
Washington State Department of Health
Washington State Department of Information Services
Washington State Department of Labor and Industries
Washington State Department of Licensing
Washington State Military Department
National Guard
Washington State Department of Natural Resources
Washington State Office of Financial Management
Washington State Department of Personnel
Washington State Parks and Recreation Commission
Washington State Patrol
Washington State Department of Transportation
Washington State Office of State Treasurer
Federal Emergency Management Agency
Adventist Community Services (ACS)

I. INTRODUCTION

A. Purpose

To efficiently manage undesignated donated goods and services (DG&S) for the purpose of keeping them out of the disaster area until needed.

B. Scope

This Appendix is applicable to Washington State agencies, local jurisdictions, Adventist Community Services (ACS), and the Federal Emergency Management Agency (FEMA).

II. POLICIES

- A. To the extent possible, the state will not accept donated goods or services unless the local jurisdictions or the state needs those goods or services and they can be sent directly to the end user.
- B. The state will not accept cash donations under any circumstances.
- C. The state EMD will encourage individuals and organizations to make contributions of money to their favorite voluntary organization in lieu of giving goods.

- D. Emergent volunteer management is the sole responsibility of the local jurisdiction. ACS will catalog and manage offers of donated voluntary services made to the state.
- E. The Washington State Military Department, Emergency Management Division (EMD), will facilitate DG&S management operations through a Memorandum of Understanding (MOU) with ACS who have agreed to manage undesignated donated goods and services for the state.
- F. Local jurisdictions will manage donated goods and services within their jurisdictions and will assure local sources are expended prior to seeking assistance from the state EMD.
- G. Acquisitions of goods or services needed by the state or local jurisdiction that are not available in the ACS database are the responsibility of the local jurisdiction or the state EOC or DFO logistics staff as appropriate.

III. SITUATION

A. Emergency/Disaster Conditions and Hazards

See the Basic Plan and the Hazard Identification and Vulnerability Analysis.

B. Planning Assumptions

- 1. Implementation of the DG&S plan will only occur in large-scale events drawing national and/or international media attention. This may cause an outpouring of goodwill from the international and national community that could be difficult to control.
- 2. Much of the response to the event in terms of donated goods and services will be spontaneous and uncoordinated.
- 3. Washington State General Administration will find a suitable logistics center facility (also referred to as a multi-agency warehouse) near the affected area and provide logistical support to the donated goods and services operation as spelled out in the EMD/ACS MOU.
- 4. Adventist Community Services will support the management of donated goods and services for the state.
- 5. Donations of unsolicited donated goods and services could severely affect the local jurisdiction and state recovery efforts.

IV. CONCEPT OF OPERATIONS

A. General

1. Following an emergency or disaster there may be a need to provide goods and services to the affected area. These commodities may be available commercially, provided by state or local jurisdictions, or donated. This appendix addresses undesignated donated goods and service offers made to the state or donated goods that appear in the state having no specific destination.
2. During an emergency or disaster there is frequently is an outpouring of donations in the form of goods, services, and money. It is important to have a DG&S plan to control the influx of donated goods and services before they start.

B. Organization

Oversight of the Donated Goods and Services activity is the responsibility of the Human Services Manager in EMD. ACS has agreed to manage DG&S for the state. This agreement is defined in an EMD/ACS Memorandum of Understanding. A donated goods and services coordinator will be hired by EMD to coordinate the activities of ACS and act as liaison to the local jurisdictions. The handling of donated goods and services will be accomplished at the logistics center, a central warehouse facility managed by ACS.

C. Procedures

1. To the extent possible, the state EMD will discourage donations of goods and services until which time they are needed at the local level. Personnel at the state EOC or DFO, as appropriate, will take calls offering donated goods and services and will document those offers for future use on a *Donated Goods and Services Worksheet*. Donors will be asked to refrain from sending goods or services until they are needed and requested. Offers of cash donations to the state will be declined and referred to appropriate voluntary agencies active in disaster. The optimum and preferred situation is to have all individuals or organizations wishing to make a donation to give cash to their favorite charity. This will eliminate the logistics involved in managing commodities or services. The funds can be used to purchase the items or services needed and in the quantities necessary. Donations of money are the least labor intensive of any gift.
2. When a need has been identified to manage undesignated DG&S, that in spite of our best efforts show up in the state but not at the local jurisdiction affected, EMD will contact the appropriate ACS Conference(s) and request that ACS initiate management of the DG&S program in accordance with the EMD/ACS MOU. At the same time, EMD will request assistance from General Administration in finding a facility and providing logistical support to ACS as defined in the EMD/ACS MOU.
3. General Administration will secure one or more logistics center(s) from which ACS can manage donated goods and services. Logistics centers will be established as close to the disaster area as possible without being

in the immediate area impacted. ACS will manage donated goods from the logistics center.

4. Local jurisdictions are responsible for managing donated goods and services in their community. They are also responsible for working with voluntary organizations that may assist them in this effort. Additionally, they are responsible for establishing distribution centers in their community where people may go to get goods or services and where ACS may deliver needed goods for distribution at the local level.
5. Any need for donated goods or services that cannot be satisfied locally will be forwarded to the state Emergency Operations Center (EOC) or Disaster Field Office (DFO), as appropriate, for action. If donated goods and services reach a point where the local jurisdiction can no longer manage them, they may request assistance from the state through the state donated goods and services coordinator. Assistance will be coordinated and provided by ACS.
6. The state EMD, through ACS, will manage undesignated donated goods and services and provide support to the local jurisdictions when needed. Goods will be sorted, cataloged and stored at the logistics center, or moved to the emergency or disaster site in satisfaction of specific requests. No goods will bypass the logistics center unless they have been specifically requested and have a final destination.
7. Requests for donated goods and/or services coming from the local jurisdictions will be sent to the EMD Donated Goods and Services Coordinator who will notify ACS of the need. ACS will search the database to see if the good or service is available. If it is, they will coordinate delivery. If it is not, the request will be returned to the EMD logistics coordinator for further action by EOC or DFO logistics staff as appropriate.
8. When a local jurisdiction is overwhelmed with donated goods, the state DG&S Coordinator, at the request of the local jurisdiction, will notify ACS and ACS will arrange to relocate the goods to logistics center.
9. Local requests for goods or services not available through the logistics center will be addressed by the state through appropriate EOC or DFO channels. **This is not a responsibility of DG&S.**
10. Unused and unneeded goods remaining in the logistics center after the disaster will be donated to existing charities that have a need for such items, or will be recycled and the money returned to the state general fund to offset the cost of the logistics facility. Items that cannot be donated to other organizations and cannot be recycled will be disposed of in an appropriate way.

D. Mitigation Activities

1. Primary Agency

Military Department, Emergency Management Division

Educate elected officials and the statewide media about the State Donated Goods and Services Management Plan. Encourage the media to support our effort to avert unsolicited donated goods and services.

Posts appropriate DG&S information to the EMD Internet site.

2. Support Agencies

Departments of Agriculture, Corrections, General Administration, Health, Information Services, Labor and Industries, Licensing, Natural Resources, Personnel, Washington State Patrol, Transportation, Offices of Financial Management and State Treasurer, Parks and Recreation Commission, Adventist Community Services, and Local Jurisdictions

Educate members of their organization about the State Donated Goods and Services Management Plan.

E. Preparedness Activities

1. Primary Agency

Military Department, Emergency Management Division

- a. Develops and implements the state donated goods and services management plan.
- b. Identifies roles and responsibilities for other state agencies, local jurisdictions, and the applicable voluntary agency (ies) responsible for DG&S.
- c. Develops and implements a public information and education program that clearly defines the needs of the community and communicates how the program can be supported.

2. Support Agencies

a. Local Jurisdictions

- (1) Develops and implements the local jurisdiction donated goods and services management plan.
- (2) Identify roles and responsibilities for local jurisdiction agencies, voluntary organizations, and private associations to support the program.

- (3) Develops and implements a public information and education program that clearly defines the needs of the community and communicates how the program can be supported.

b. State Agencies

Departments of Agriculture, Corrections, General Administration, Health, Information Services, Labor and Industries, Licensing, Natural Resources, Personnel, Washington State Patrol, Transportation, Offices of Financial Management and State Treasurer, and the Parks and Recreation Commission

Participate in the coordination process of the state donated goods and services management plan.

c. Federal Government, Private Sector and Voluntary Organizations

Participate in the coordination process of the state donated goods and services management plan.

d. Adventist Community Services

- (1) Coordinates changes to DG&S EMD/MOU as needed.
- (2) Develop a Donated Goods and Services management committee.
- (3) Establish a network with local jurisdiction emergency managers and/or local voluntary agencies for the forward distribution of donated goods.
- (4) Conduct training of ACS to ensure qualified people are available for management of donated goods.
- (5) Coordinate with state EMD and cooperatively conduct training for local jurisdictions.
- (6) Identify roles and responsibilities for ACS staff and volunteers to support the plan.
- (3) Develop and implement a public information and education program consistent with the state DG&S plan that will encourage people to send cash instead of donated goods.

F. Response Activities

1. Primary Agency

Washington State Military Department, Emergency Management Division

- a. In accordance with the EMD/ACS MOU, notify ACS when donated goods and services management is needed.
- b. Provide logistic support to ACS in accordance with the EMD/ACS MOU.
- c. Provide oversight of undesignated donated goods and services.

2. Support Agencies

a. Local Jurisdictions

Implement and manage the local DG&S plan.

b. State Agencies

(1) Washington State Department of Agriculture

Conducts inspections of incoming farm products, as needed, to assure they meet state requirements.

(2) Washington State Department of Corrections

Provides minimum-security inmate personnel to process donated goods under the direction of ACS when requested.

(3) Washington State Department of General Administration

- (a) Procures a state logistics center and provides logistics support in accordance with the EMD/ACS MOU when asked to do so.

- (b) Supports the receipt, processing, and distribution of donated goods and services.

(4) Washington State Department of Health

- (a) Assures through coordination with local health jurisdictions that donated goods, such as clothing and other items meet state health and sanitation standards.

- (b) Assures through coordination with local health jurisdictions, that any donated medicines and medical supplies meet state standards.
- (c) Assures that any site selected for the processing of donated goods meets state health and sanitation requirements.

(5) Washington State Department of Information Services

Assists in establishing computer hardware and software systems for the processing of donated goods and services.

(6) Washington State Department of Labor and Industries

- (a) Assures that the sites selected for the processing of donated goods meet state work place safety standards.
- (b) Assures that work site conditions comply with state standards.

(7) Washington State Department of Licensing

Assures that professional and technical volunteers are certified to state standards.

(8) Washington State Military Department, National Guard

- (a) Provides transportation of processed donated goods or personnel, as necessary.
- (b) Provides National Guard Armories, facilities, or equipment, as requested.
- (c) Provides security of the Logistics Center, as requested.
- (d) Provides limited medical assistance support at the Logistics Center.

(10) Washington State Parks and Recreation Commission

Makes appropriate state parks available to assist in the management of wheeled transport, as necessary.

(11) Washington State Patrol

- (a) Washington State Patrol (WSP) Commercial Vehicle Enforcement Officers at the WSP Port-of-Entry Weigh Stations will facilitate the

dissemination of information to vehicle operators transporting donated goods. The information will be provided to the WSP by the state EMD.

- (b) The WSP may provide traffic control assistance to vehicles transporting donated goods if appropriate, and resources are available.
- (c) The WSP Commercial Vehicle Enforcement Officers at the Port-of-Entry Weigh Stations may issue permits for oversize and overweight vehicles, as required. (See ESF 1, Appendix 1, for more information)

(12) Washington State Department of Transportation

- (a) Issues permits to oversized and/or overweight vehicles. (See ESF 1, Appendix 1, for more information)
- (b) Evaluates and approves transporter selected routes before granting permission for onward movement of vehicles.

c. Federal Government

Federal Emergency Management Agency

- (1) Appoints a Federal Donations Coordinator to assist the state with the donated goods and services management.
- (2) Establishes a national 1-800 number donations hotline.
- (3) Provides enhanced voluntary agency coordination.
- (4) Provides national donations network information.
- (5) Serves as the liaison to other federal agencies providing assistance for the disaster.

d. Adventist Community Services (ACS)

- (1) Manages unsolicited donated goods and services in accordance with an EMD/ACS MOU and the CEMP. Management includes direct management of warehouse facilities to accept and process donated goods and to maintain a list of individuals/organizations offering volunteer services.
- (2) Coordinate with EMD and General Administration on the location of the logistic center(s).

- (3) Provides trained programmatic and processing staff to respond to help line inquiries and process donated goods and services following a presidential disaster declaration.
- (4) Coordinates with local jurisdictions and other voluntary organizations in the disbursement and acquisition of donated goods and/or services.

V. RESPONSIBILITIES

A. Primary Agency

Military Department, Emergency Management Division

The state EMD is responsible for the coordination of the State undesignated donated goods and services plan. Other state agencies will support the program consistent with their day-to-day and emergency management mission.

B. Support Agencies

1. Local Jurisdictions

- (a) The local jurisdiction will have overall responsibility for the local jurisdiction donated goods and services management plan. County agencies, voluntary organizations, and private associations will support the program consistent with their day-to-day and emergency management mission.
- (b) Local jurisdictions will coordinate with the state to obtain goods or services needed that are not available in the community and for help in managing goods excess to their needs and ability to manage.

2. State Agencies

Departments of Agriculture, Corrections, General Administration, Health, Information Services, Labor and Industries, Licensing, Military Department - National Guard, Natural Resources, Personnel, Washington State Patrol, Transportation, Offices of Financial Management and State Treasurer, and the Parks and Recreation Commission

Participates in the coordination process of the State Donated Goods and Services Management Program, as requested.

3. Federal Government

Supports field operations, if necessary.

4. Private Sector and Voluntary Organizations

Supports the state and local jurisdiction donated goods and services management programs consistent with their charter, mission, policies, and procedures.

VI. RESOURCE REQUIREMENTS

A. Administration

1. Reviews annually and revises as necessary ESF 7, Appendix I, all Tabs, and Standard Operating Procedures.
2. Maintains all records and reports necessary to accurately document the activities of organizations involved in response to an emergency or disaster.
3. Provides administration support staff to the personnel managing donated goods and services during an emergency or disaster.

B. Logistics

Provides all logistical support to the personnel managing donated goods and services during an emergency or disaster.

VII. REFERENCES

EMD/ACS Memorandum of Understanding.

VIII. TERMS AND DEFINITIONS

See Appendix 4, Comprehensive Emergency Management Plan, Definitions, and Acronyms.